

***Oklahoma Health Care Authority***

**Consumer Assessment of  
Healthcare Providers and Systems (CAHPS®)  
4.0 Medicaid Adult Member Satisfaction Survey**

**SoonerCare Choice  
Adult Members**

**Final Report**



**Survey for July 1, 2011, to December 31, 2011**

**Report Submitted September 2012**

**Submitted by:**

**Telligen**

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## Final Report

### Background

To evaluate SoonerCare Choice member satisfaction with service encounters, the Oklahoma Health Care Authority (OHCA) contracted with Telligen, the Oklahoma External Quality Review Organization, to conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 4.0 Medicaid Adult Member Satisfaction Survey. This survey focused on the SoonerCare Choice population, asking members questions regarding satisfaction with their health care and treatment.

### Objectives

The objective of the CAHPS® Adult Survey was to capture accurate and complete information about consumer-reported experiences with SoonerCare Choice. The survey aims included the following:

- Evaluate member satisfaction
- Measure how well members' expectations and goals were met
- Determine areas of service with the greatest effect on overall member satisfaction
- Identify areas of improvement regarding the quality of provided care

## Methodology

### Eligibility Criteria

Following CAHPS® Survey Administration Guidelines, the sample size was calculated to be 1,000 members. In order to support meaningful analyses, the goal was to obtain at least 300 responses. Members eligible to be drawn into the sample frame met the following criteria:

- Aged 18 years old or older as of July 1, 2011,
- Enrolled in SoonerCare Choice on December 31, 2011, and
- Enrolled in SoonerCare Choice for at least 153 days during the measurement period.

### Survey Administration Details

Per the CAHPS® Survey Administration Guidelines for the CAHPS® Adult Survey, a questionnaire was utilized to evaluate member satisfaction. The complete survey included 56 questions. Telligen followed a seven wave mixed survey administration methodology, utilizing mail and telephone.

In the first mailing, hard copies of the survey were sent to the sampled adult SoonerCare Choice members. The mailing included a detailed cover letter with special instructions to the respondent describing the purpose of the survey and instructions for return. A postage paid return envelope was also included to encourage participation. A postcard reminder followed this initial mailing. Members not returning the survey within two weeks of the original mailing received a second copy of the questionnaire. A second follow up postcard reminder was sent if the survey was still not returned. Surveys were then conducted by telephone for those who had

## CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

not returned a questionnaire by mail. A tracking log was maintained to ensure only one survey was administered per household.

A team of interviewers was carefully instructed before beginning the telephone interview process. This included a thorough review of the survey process to maintain consistency in following protocol as well as positive and neutral interactions. Completed surveys were documented at the time of the call in the tracking log. Phone outreach was conducted at different times of the day and on different days of the week, including Saturdays, to increase the opportunities for members to complete the survey. Up to three separate phone call attempts were made to reach the adult SoonerCare Choice member. Interpreters were made available to any non-English speaking member through use of a translation service.

### Data Collection and Analysis

Survey responses collected through mail and telephone were systematically entered into a central database. Once the survey collection period ended, the statistical analysis software SAS® was used with the *CAHPS® Analysis Program* to complete the necessary cleaning and preparation of the data as well as the analyses. The survey responses were recoded in order to perform the necessary calculations using assigned numeric values from the CAHPS® Survey and Reporting Kit. The analysis focused on the key questions relating to CAHPS® reporting measures. These were evaluated based on the CAHPS® summary rates, which indicated the percent of positive responses (CSRK 2008).

## CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

Response type	Responses Allowed	Numeric recoding	Summary rate (Recoding)
Dichotomous	Yes, No	1-2	Yes (1)
Global rating	0-10	1-11	8-10 (9-11)
4-point scale	Never, Sometimes, Usually, Always	1-4	Usually (3), Always (4)
	Definitely No, Somewhat No, Somewhat Yes, Definitely Yes	1-4	Definitely Yes (4)
3-point scale	Big Problem, Small Problem, No Problem	1-3	No Problem (3)
5-point scale	Much Better, A Little Better, No Change, A Little Worse, Much Worse	1-5	Much Better (1), A Little Better (2)

Adapted from CAHPS® Survey and Reporting Kit 2008

The CAHPS® reporting measures include composite measures and member satisfaction ratings. The five composite measures were Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Health Plan Information and Customer Service, and Shared Decision Making. Each composite measure was comprised of multiple survey questions; the summary rate for the composite measure was defined as the average of summary rates of the component questions. The four member satisfaction rating questions asked the member to rate their health care, personal doctor, specialist, and health plan.

The summary rates for all of these key areas were compared to data from Oklahoma CAHPS® Adult Member Satisfaction Surveys from 2010 and 2008. Significance testing of the year-to-year differences was accomplished using a z-test performed at the 95% confidence level. For the composite measures, the least number of respondents for a component question was used as the sample size. When a significant difference was found, it was graphically represented by the rate of interest being shown with a bold numbering and a heavier outline; the significantly different rate was shown with a grey background. In tables, significantly different rates were noted with bold text.

## CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

Demographic information was also collected in the survey for the SoonerCare Choice members. This information was compared to the data from 2010 and 2008, using a Chi-square test performed at the 95% confidence level. For consistency with the 2012 report, some percentages were recalculated to two decimal points from the previous years' data.

### Response Rate

The response rate was calculated for those members who were eligible and able to respond. No ineligible members were identified in the survey administration. Non-respondents included members who refused to participate in the survey, who could not be reached due to incorrect contact information, or who were unable to be contacted after the maximum number of attempts were made. The response from the sample of 1,000 members was 378 completed surveys, for a response rate of 37.80%.

### Results

In general, the SoonerCare Choice members surveyed showed a fairly high level of satisfaction. The highest summary rate was for the composite measure How Well Doctors Communicate (84.93%). The lowest summary rate was for the composite measure Shared Decision Making (57.95 %). There were no significant differences from previous years for any of the composite measures.

There was a significant increase in several member satisfaction ratings from 2008 to 2012. Positive response to the question regarding Rating of Personal Doctor significantly

2012

## CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

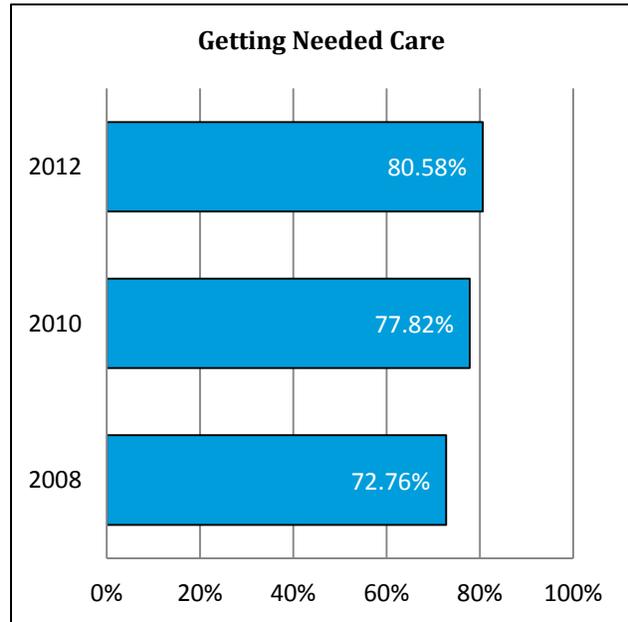
increased from 65.06% in 2008 to 75.80% in 2012. Positive response to the question regarding Rating of Specialist significantly increased from 68.75% in 2008 to 79.08% in 2012. Positive response to the question regarding Rating of Health Plan significantly increased from 62.09% in 2008 to 68.41% in 2012.

CAHPS® Adult Survey	2012		2010		2008	
	Summary Rate	Margin of Error	Summary Rate	Margin of Error	Summary Rate	Margin of Error
Getting Needed Care	80.58%	+/- 5.2%	77.82%	+/- 4.4%	72.76%	+/- 6.3%
Getting Care Quickly	82.47%	+/- 4.4%	81.76%	+/- 3.6%	77.12%	+/- 5.2%
How Well Doctors Communicate	84.93%	+/- 4.1%	84.22%	+/- 3.4%	80.39%	+/- 5.2%
Customer Service	80.56%	+/- 8.6%	78.21%	+/- 7.2%	78.09%	+/- 8.6%
Shared Decision Making	57.95%	+/- 8.1%	52.50%	+/- 6.3%	52.67%	+/- 8.9%
Rating of Health Care	66.12%	+/- 5.3%	61.62%	+/- 4.3%	60.56%	+/- 6.1%
<b>Rating of Personal Doctor*</b>	<b>75.80%</b>	<b>+/- 4.7%</b>	71.77%	+/- 4.0%	<b>65.06%</b>	<b>+/- 5.9%</b>
<b>Rating of Specialist*</b>	<b>79.08%</b>	<b>+/- 6.5%</b>	74.90%	+/- 5.4%	<b>68.75%</b>	<b>+/- 8.6%</b>
<b>Rating of Health Plan*</b>	<b>68.41%</b>	<b>+/- 4.8%</b>	64.32%	+/- 3.9%	<b>62.09%</b>	<b>+/- 5.4%</b>

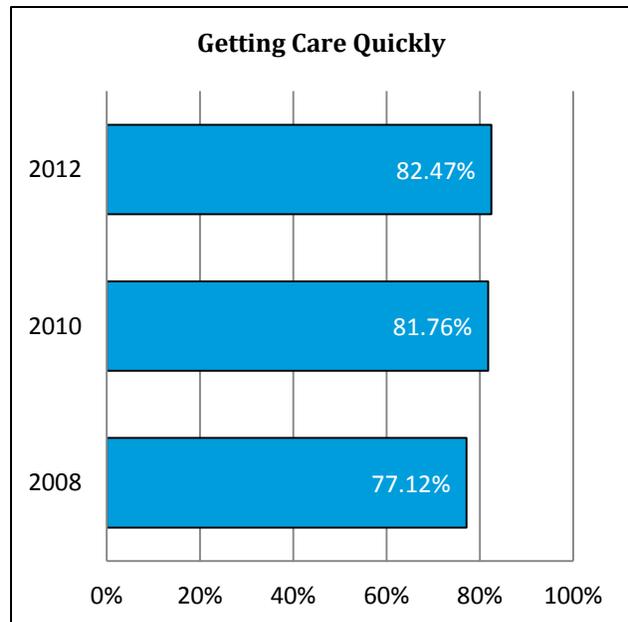
\*Items in bold indicate a significant difference.

### Comparisons of Composite Measure Summary Rates

The Getting Needed Care measure was compiled from survey questions regarding the ease of getting an appointment with a specialist as well as getting necessary care, tests, and treatments. The composite summary rate showed 80.58% positive response to these questions. This was not a significant increase from previous years.

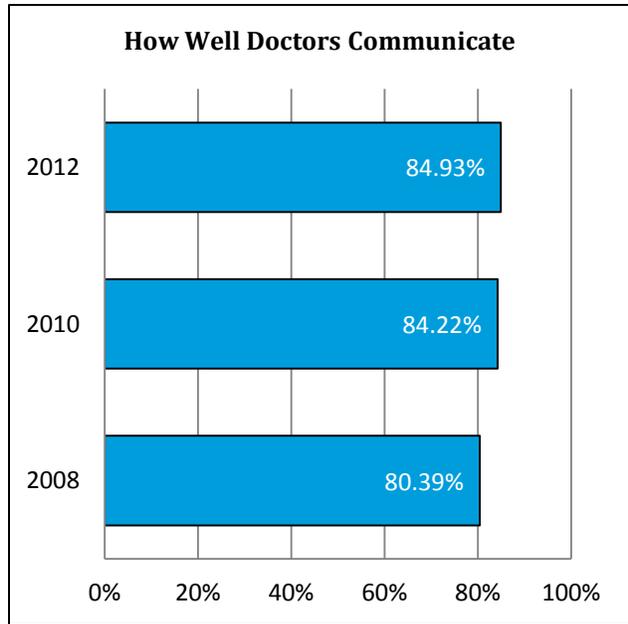


The Getting Care Quickly measure was compiled from survey questions regarding obtaining needed care, both when the need was urgent and when it was not. The composite summary rate showed 82.47% positive response to these questions. This was not a significant increase from previous years.

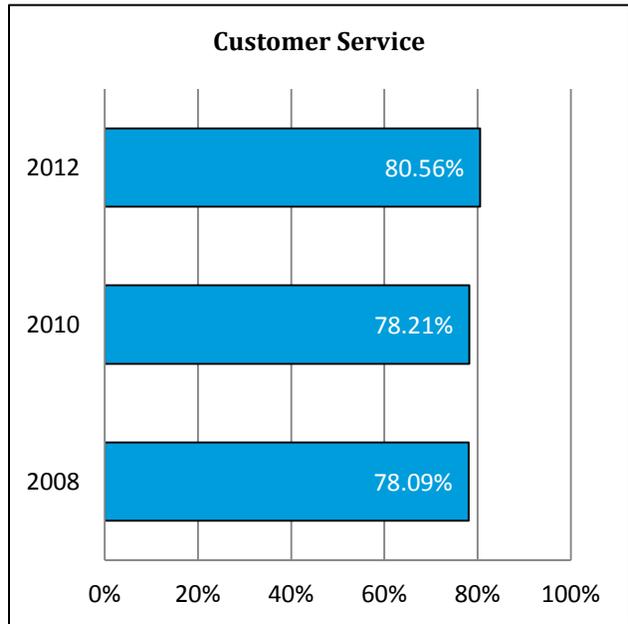


The How Well Doctors

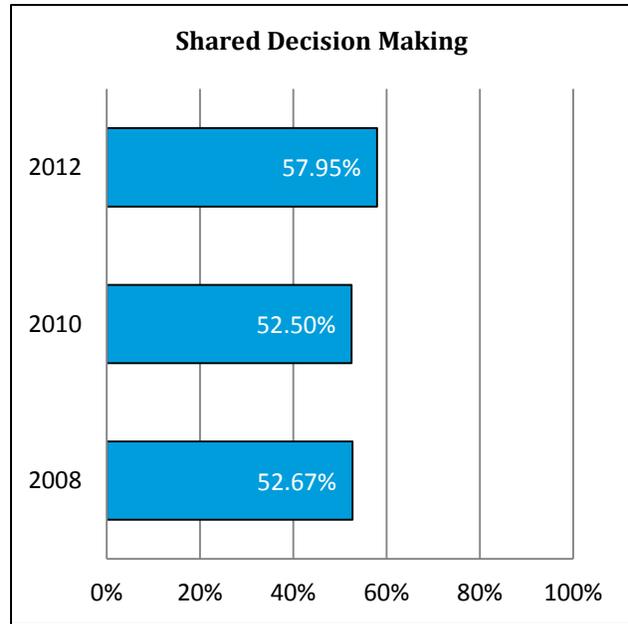
Communicate measure was compiled from survey questions regarding the interactions with the member’s personal doctor. The composite summary rate showed 84.93% positive response to these questions. This measure had the highest summary rate of all reporting measures. This was not a significant increase from previous years.



The Customer Service measure was compiled from survey questions regarding getting needed help from and being treated respectfully and courteously by OHCA member support. The composite summary rate showed 80.56% positive response to these questions. This was not a significant increase from previous years.



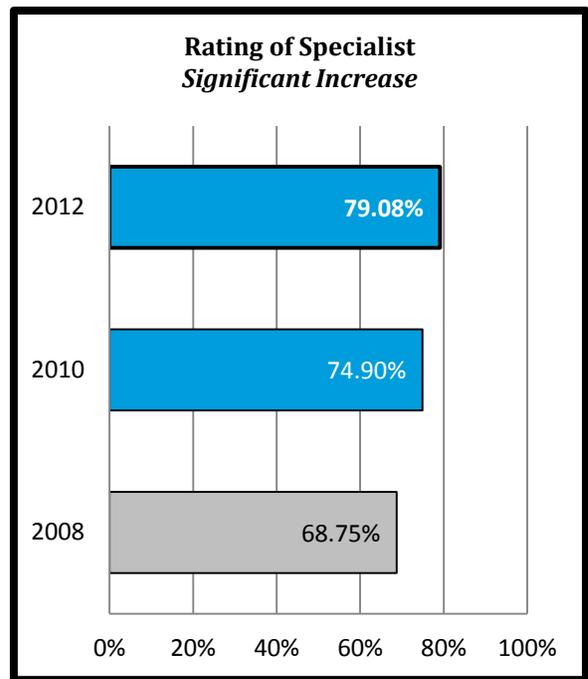
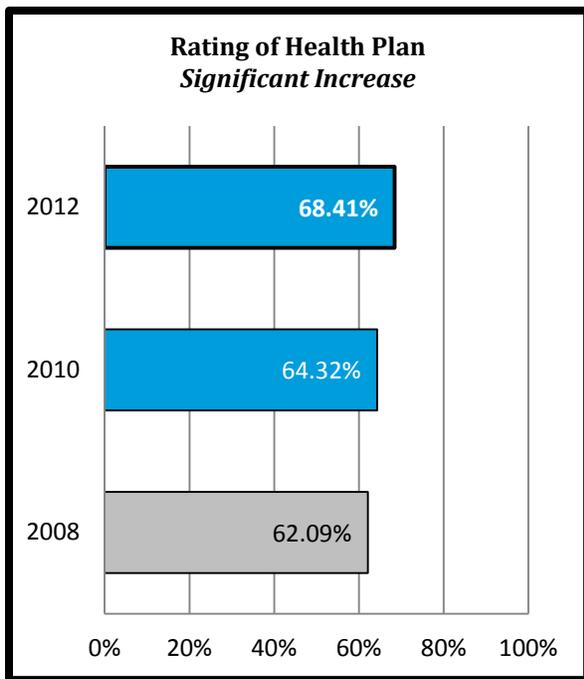
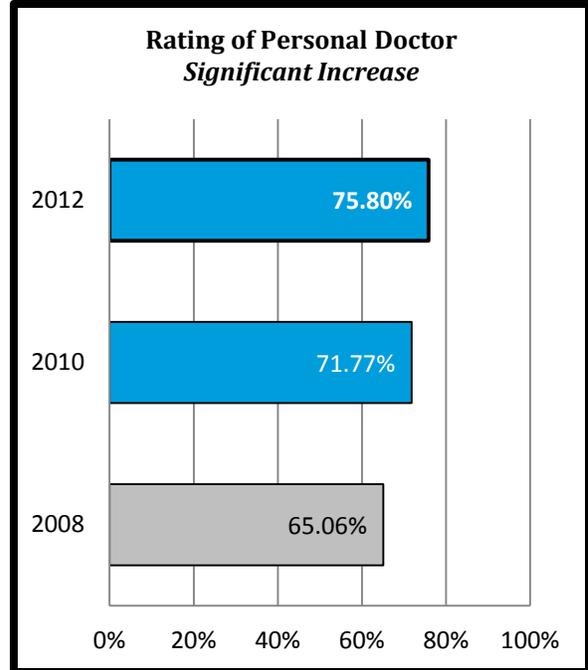
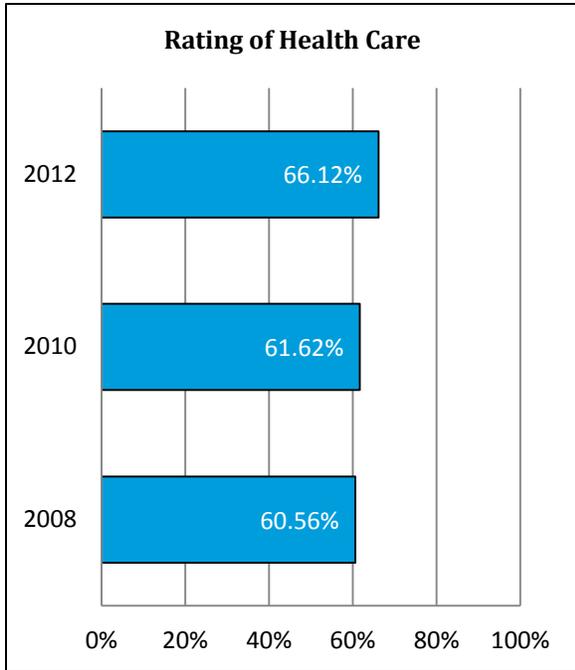
The Shared Decision Making measure was compiled from survey questions regarding the interactions between the respondents and the providers when making the health care choices. The composite summary rate showed 57.95% positive response to these questions. This was not a significant increase from previous years.



### Comparisons of Member Satisfaction Rating Summary Rates

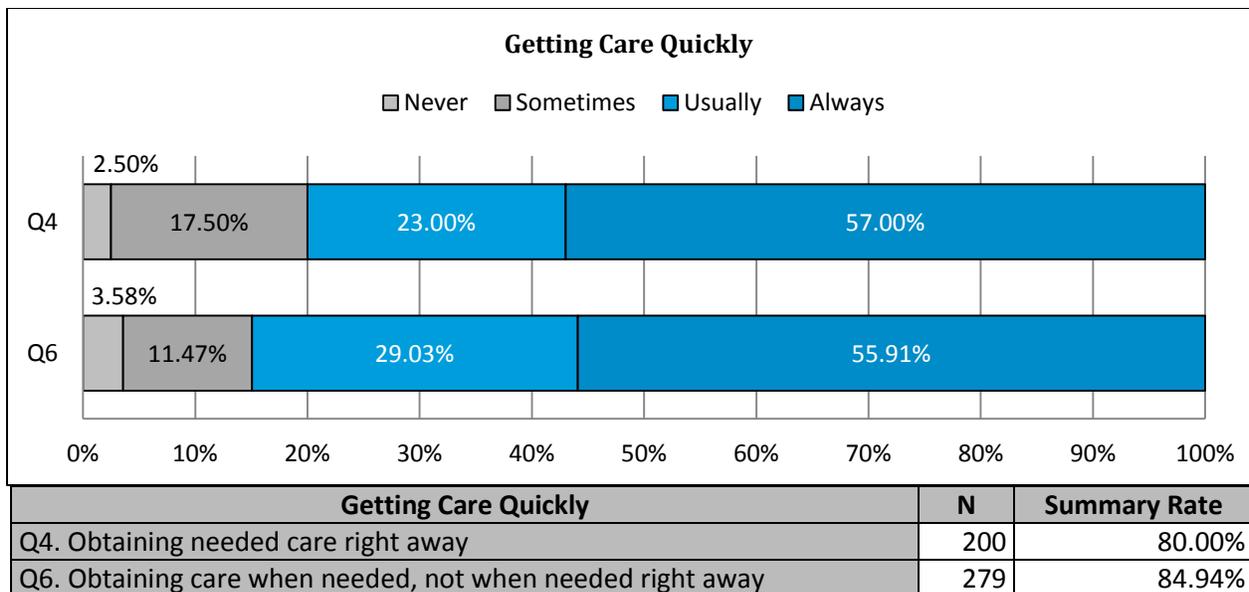
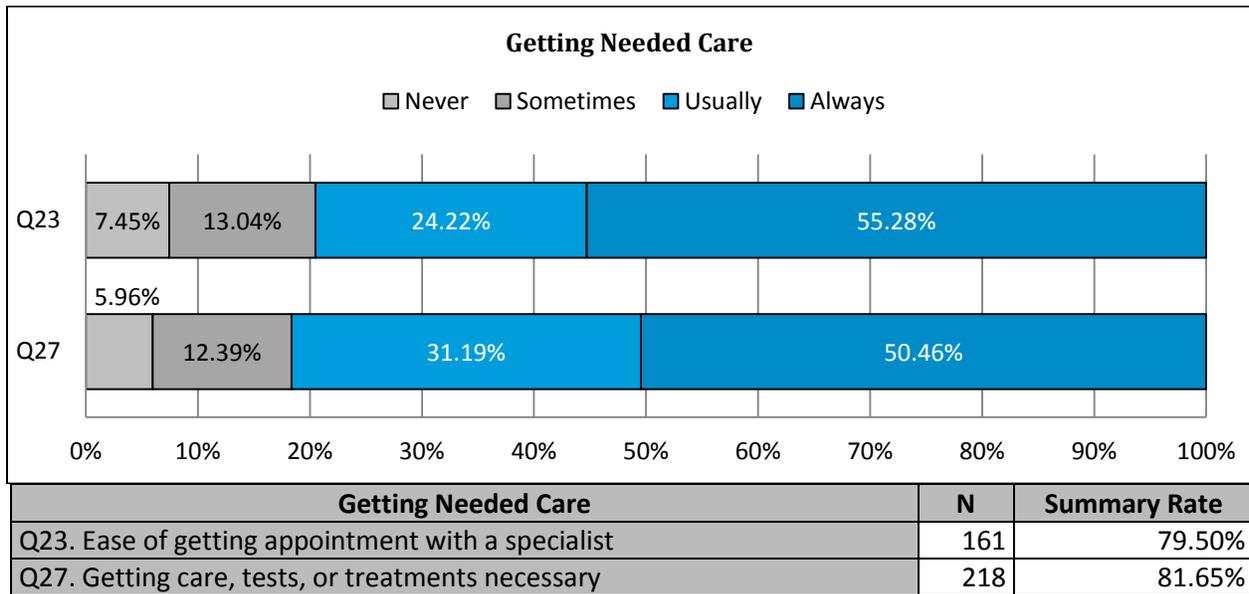
For the member's overall health care, 66.12% of the respondents indicated a positive rating. This was not a significant increase from the previous years. For the member's personal doctor, 75.80% of the respondents indicated a positive rating. This was a significant increase from 2008 (65.06%). For the member's specialist, where applicable, 79.08% of the respondents indicated a positive rating. This was a significant increase from 2008 (68.75%). For the member's health plan, 68.41% of the respondents indicated a positive rating. This was a significant increase from 2008 (62.09%).

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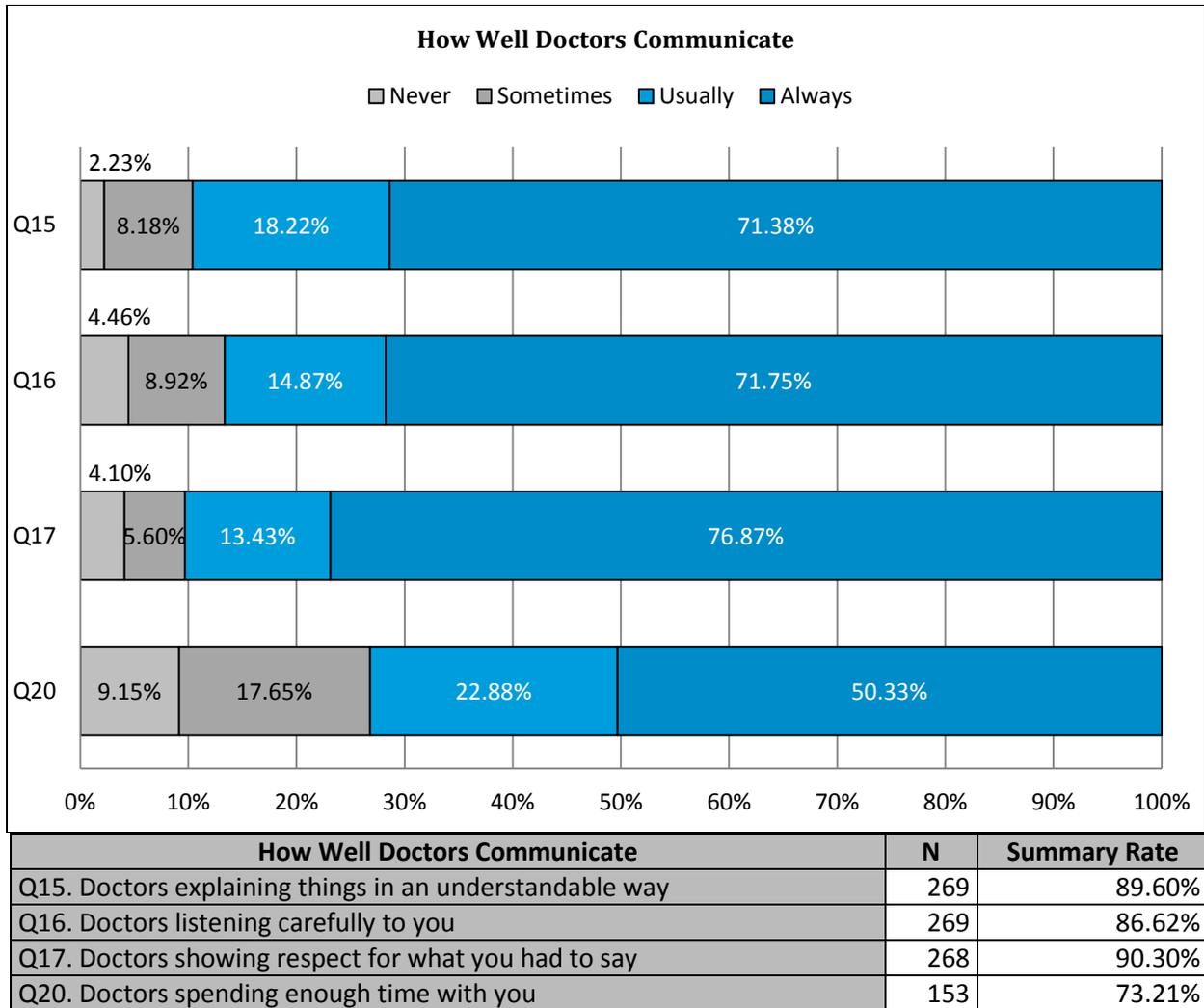


**Full Responses of Composite Measures**

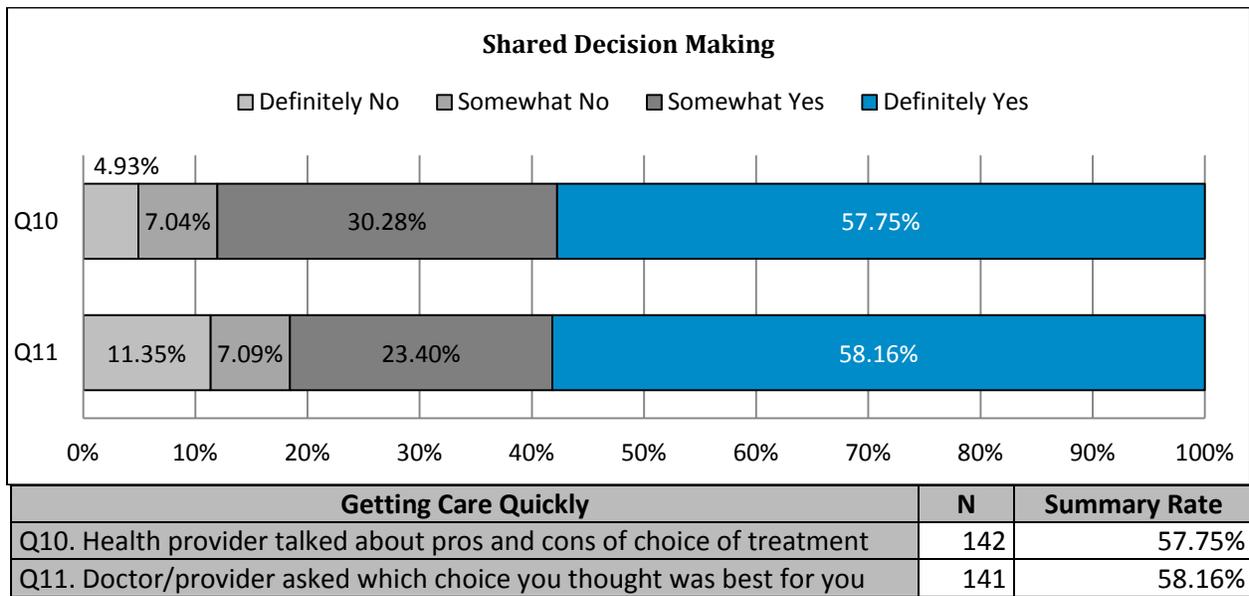
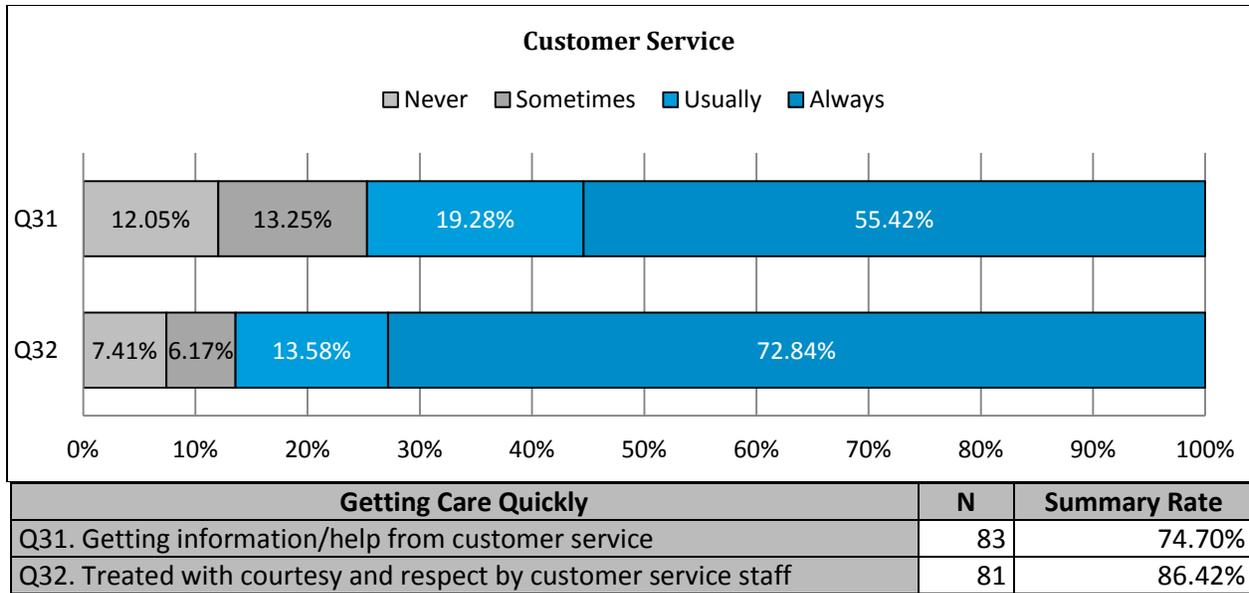
The full responses of the composite measures enumerate the percentage of each type of response for the component questions. The summary rates established by CAHPS® are designed to show the percentage of favorable responses, which may be made up of more than one type of response. The elements of the summary rates are shown in blue.



CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

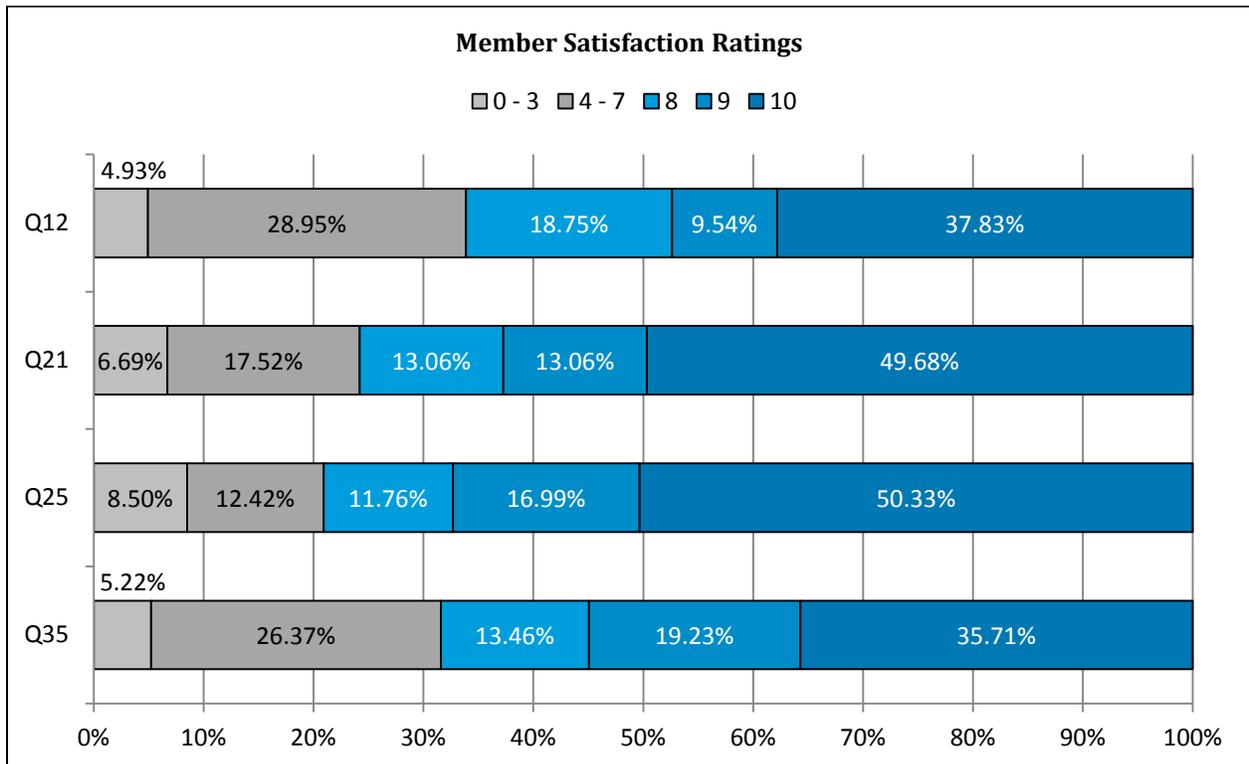


CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012



**Full Responses of Member Satisfaction Ratings**

The full responses of the member satisfaction ratings enumerate the percentage of each type of response to the ratings questions. The summary rates established by CAHPS® are designed to show the percentage of favorable responses, which may be made up of more than one type of response. The elements of the summary rates are shown in blue.

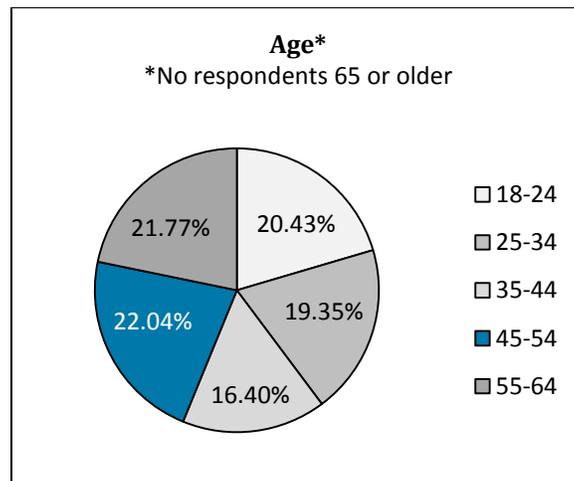
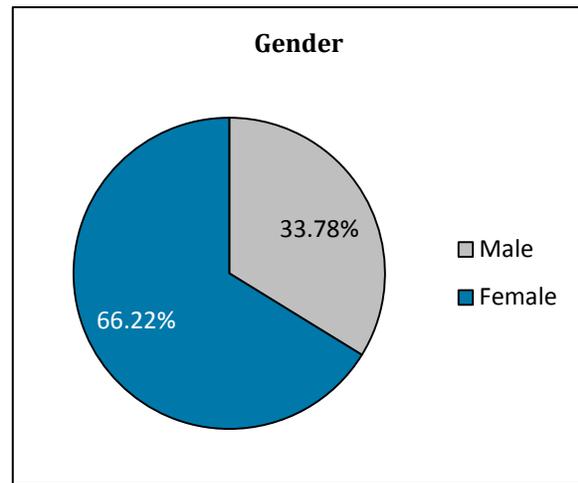
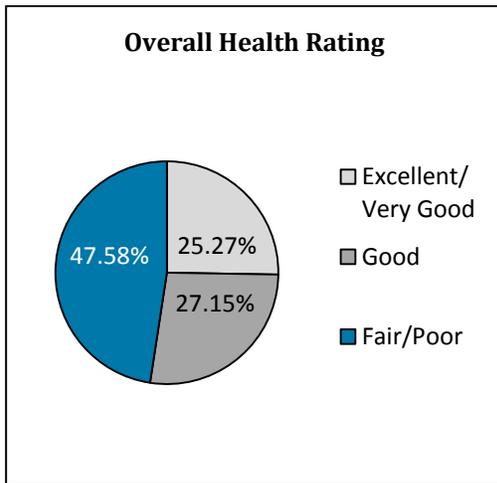


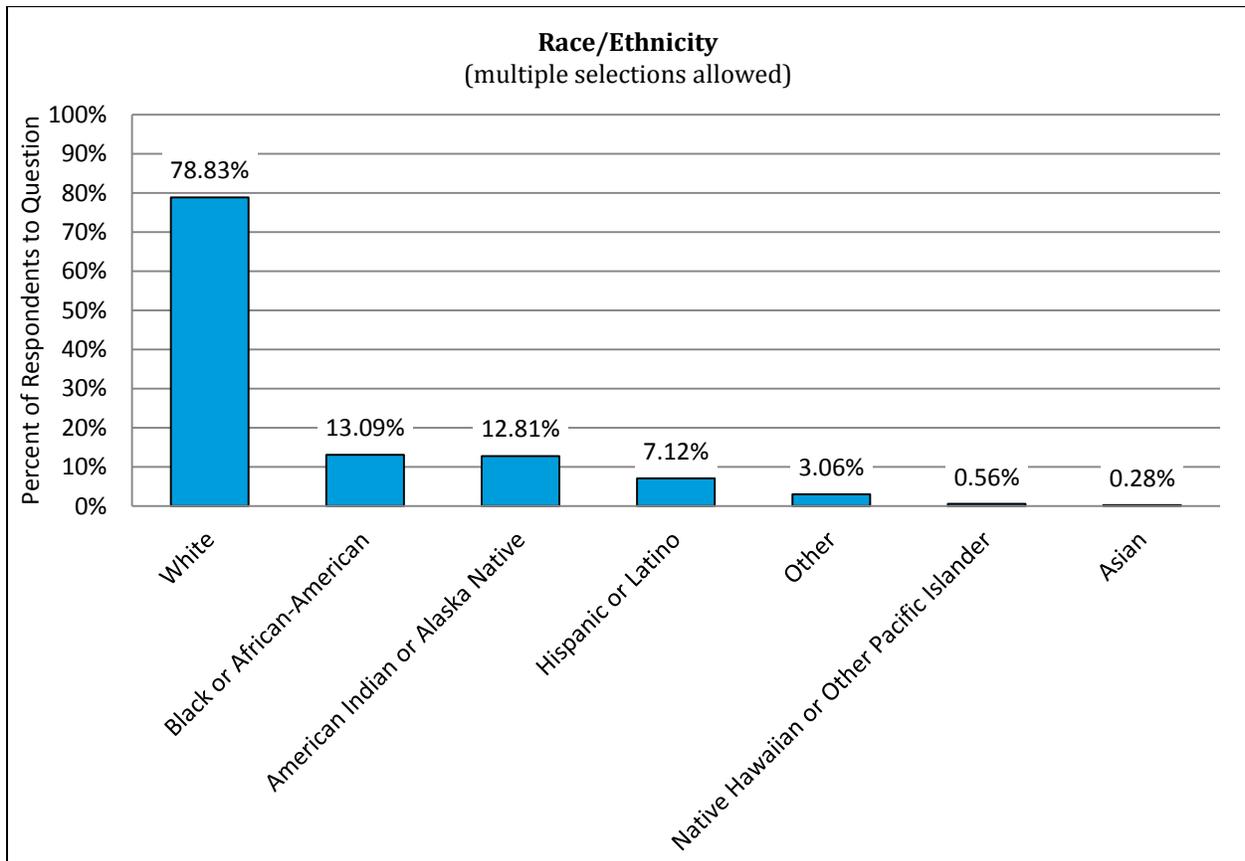
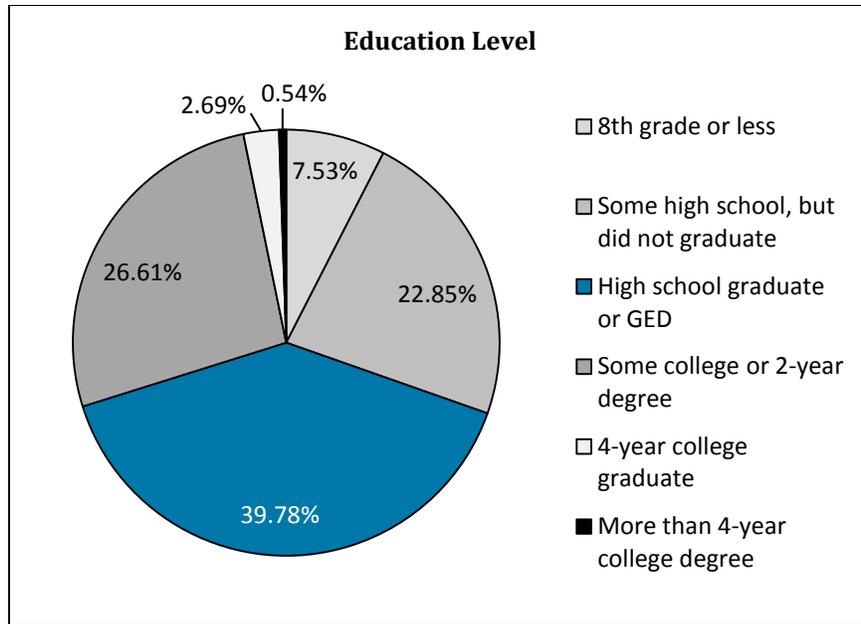
Member Satisfaction Ratings	N	Summary Rate
Q12. Rating of Health Care	304	66.12%
Q21. Rating of Personal Doctor	314	75.80%
Q25. Rating of Specialist	153	79.08%
Q35. Rating of Health Plan	364	68.41%

Rating Of	0 (Worst)	1	2	3	4	5	6	7	8	9	10 (Best)
Health Care	1.97%	0.66%	0.99%	1.32%	3.62%	6.58%	6.25%	12.50%	18.75%	9.54%	37.83%
Personal Doctor	2.87%	0.96%	0.32%	2.55%	2.87%	6.05%	2.55%	6.05%	13.06%	13.06%	49.68%
Specialist	1.96%	0.65%	2.61%	3.27%	1.31%	2.61%	2.61%	5.88%	11.76%	16.99%	50.33%
Health Plan	1.65%	0.82%	1.10%	1.65%	2.20%	8.79%	5.22%	10.16%	13.46%	19.23%	35.71%

**Profile of Survey Respondents**

When asked to rate their overall health, 25.27% of respondents selected Excellent or Very Good, while 47.58% selected Fair or Poor. The majority (66.22%) of the respondents were female. The largest age group represented was 45-54 years old (22.04%), and no respondents indicated they were in the 65-74 or 75 or older age groups. The largest individual race/ethnicity category represented was white at 78.83%, and 7.80% of respondents indicated multiple races.





## Comparison of Member and Respondent Profiles

Demographic	Categories	2012 Rate	2010 Rate*	2008 Rate*	Significant Change	
					2010	2008
Overall Health Rating	Excellent/Very Good	25.27%	21.72%	21.29%	--	--
	Good	27.15%	29.66%	28.06%	--	--
	Fair/Poor	47.58%	48.62%	50.65%	--	--
Age (in years)	18-24	20.43%	18.26%	18.18%	--	--
	<b>25-34</b>	<b>19.35%</b>	<b>12.46%</b>	15.58%	<b>Increase</b>	--
	35-44	16.40%	16.89%	19.16%	--	--
	<b>45-54</b>	<b>22.04%</b>	<b>28.84%</b>	24.35%	<b>Decrease</b>	--
	55-64	21.77%	23.04%	22.08%	--	--
	65-74	0.00%	0.51%	0.65%	--	--
	75 or older	0.00%	0.00%	0.00%	--	--
Gender	Male	33.78%	32.13%	27.27%	--	--
	Female	66.22%	67.87%	72.73%	--	--
Education Level	8th grade or less	7.53%	7.61%	9.21%	--	--
	Some high school, but did not graduate	22.85%	26.99%	25.99%	--	--
	High school graduate or GED	39.78%	39.62%	41.78%	--	--
	Some college or 2-year degree	26.61%	22.66%	21.05%	--	--
	4-year college graduate	2.69%	2.60%	1.32%	--	--
	More than 4-year college degree	0.54%	0.52%	0.66%	--	--
Race/Ethnicity**	Hispanic or Latino	7.12%	5.49%	5.67%	--	--
	White	78.83%	73.70%	74.59%	--	--
	Black or African-American	13.09%	17.13%	14.01%	--	--
	Asian	0.28%	1.38%	1.30%	--	--
	Native Hawaiian or Other Pacific Islander	0.56%	1.90%	0.33%	--	--
	American Indian or Alaska Native	12.81%	15.05%	10.75%	--	--
	Other	3.06%	2.94%	3.58%	--	--

\*For consistency with the 2012 report, some of the percentages for 2010 and 2008 were recalculated to two decimal points from the previous years' data.

\*\*Race and ethnicity percentages will not sum to 100% as they represent separate survey questions and multiple selections were allowed. 'Other' includes respondents who answered 'Other'.

## Recommendations

The highest summary rate for a CAHPS® reporting measure was for the composite measure How Well Doctors Communicate (84.93%). Of the four questions contributing to this measure, the question regarding doctors spending enough time with the member had the

lowest individual summary rate (73.20%). Provider education regarding time spent with their patients may improve the measure rate. In addition, members had high levels of positive response to the remaining questions regarding the member's doctor listening carefully (86.62%), clearly explaining things (89.59%), and showing respect for the member (90.30%). Reinforcing these vital aspects of patient care with SoonerCare Choice providers can continue this positive trend.

The lowest summary rate was for the composite measure Shared Decision Making (57.95%). There were two components to this measure regarding providers discussing health care choices with the member. The first question asked if the member's health care provider(s) talked about the pros and cons of choices for treatment or health care. The summary rate for this question was 57.75%. The second question asked if the provider(s) asked the member which choice of treatment or health care was best for the member. The summary rate for this question was 58.16%. Improved communication is needed between health care providers and SoonerCare Choice members for discussion of best treatment options and benefits and risks of those options.

One important area for improvement in the survey administration was regarding member phone number area codes. Difficulties arose when attempting to contact members by phone, as some phone numbers did not have area codes or had an incorrect area code. Difficulties with phone numbers were highest in the northeast region of Oklahoma where the area codes have changed recently.

Appendices

Copy of Survey

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# CAHPS® Health Plan Survey 4.0

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## Adult Medicaid Questionnaire

### Language: English

#### Survey Instructions

- Answer all the questions by checking the box to the left of your answer
- You are sometimes told to skip over some questions in this survey. When this happens, you will see a note that tells you what question to answer next, like this:

Yes.....Go to Question 3

**Your Privacy is Protected.** All information that would let someone identify you or your family will be kept private. **Telligen** will not share your personal information with anyone without your OK. Your responses to this survey are also completely **confidential**. You may notice a number on the cover of the survey. This number is used **only** to let us know if you returned your survey so we don't have to send you reminders.

**Your Participation is Voluntary.** You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

**What To Do When You're Done.** Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to Telligen, 5801 N Broadway, Suite 100, Oklahoma City, Oklahoma 73118.

If you want to know more about this study, please call 1-888-878-4268.

1. Our records show that you are now in **SoonerCare Choice**. Is that right?

- Yes .....Go to Question 3
- No .....Go to Question 2

2. What is the name of your health plan?

Please print: \_\_\_\_\_  
 \_\_\_\_\_

**Your Health Care in the Last 6 Months**

*These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.*

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor’s office?

- Yes .....Go to Question 4
- No .....Go to Question 5

4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you thought you needed?

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, **not** counting the times you needed care right away, did you make any appointments for your health care at a doctor’s office or clinic?

- Yes .....Go to Question 6
- No .....Go to Question 7

6. In the last 6 months, **not** counting the times you needed care right away, how often did you get an appointment for your health care at a doctor’s office or clinic as soon as you thought you needed?

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor’s office or clinic to get health care for yourself?

- None .....Go to Question 13
- 1 .....Go to Question 8
- 2 .....Go to Question 8
- 3 .....Go to Question 8
- 4 .....Go to Question 8
- 5 to 9 .....Go to Question 8
- 10 or more .....Go to Question 8

8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Never
- Sometimes
- Usually
- Always

9. *Choices for your treatment or health care can include choices about medicine, surgery or other treatment.* In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

- Yes .....Go to Question 10
- No .....Go to Question 12

**10.** In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

- <sup>1</sup> Definitely Yes
- <sup>2</sup> Somewhat Yes
- <sup>3</sup> Somewhat No
- <sup>4</sup> Definitely No

**11.** In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

- <sup>1</sup> Definitely Yes
- <sup>2</sup> Somewhat Yes
- <sup>3</sup> Somewhat No
- <sup>4</sup> Definitely No

**12.** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- <sup>00</sup> 0 **Worst** health care possible
- <sup>01</sup> 1
- <sup>02</sup> 2
- <sup>03</sup> 3
- <sup>04</sup> 4
- <sup>05</sup> 5
- <sup>06</sup> 6
- <sup>07</sup> 7
- <sup>08</sup> 8
- <sup>09</sup> 9
- <sup>10</sup> 10 **Best** health care possible

**Your Personal Doctor**

**13.** *A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.*

Do you have a personal doctor?

- <sup>1</sup> Yes .....Go to Question 14
- <sup>2</sup> No .....Go to Question 22

**14.** In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- <sup>0</sup> None .....Go to Question 21
- <sup>1</sup> 1 .....Go to Question 15
- <sup>2</sup> 2 .....Go to Question 15
- <sup>3</sup> 3 .....Go to Question 15
- <sup>4</sup> 4 .....Go to Question 15
- <sup>5</sup> 5 to 9 .....Go to Question 15
- <sup>6</sup> 10 or more ...Go to Question 15

**15.** In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**16.** In the last 6 months, how often did your personal doctor listen carefully to you?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

17. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

18. In the last 6 months, how often did your personal doctor spend enough time with you?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- 1  Yes .....Go to Question 20
- 2  No .....Go to Question 21

20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 00  0 **Worst** personal doctor possible
- 01  1
- 02  2
- 03  3
- 04  4
- 05  5
- 06  6
- 07  7
- 08  8
- 09  9
- 10  10 **Best** personal doctor possible

**Getting Health Care From Specialists**

*When you answer the next questions, do **not** include dental visits or care you got when you stayed overnight in a hospital.*

22. *Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.*

In the last 6 months, did you try to make any appointments to see a specialist?

- 1  Yes .....Go to Question 23
- 2  No .....Go to Question 26

23. In the last 6 months, how often was it easy to get appointments with specialists?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

- 24.** How many specialists have you seen in the last 6 months?
- None ..... Go to Question 26
  - 1 specialist ..... Go to Question 25
  - 2 ..... Go to Question 25
  - 3 ..... Go to Question 25
  - 4 ..... Go to Question 25
  - 5 or more ..... Go to Question 25

**25.** We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

- 0 **Worst** specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 **Best** specialist possible

**Your Health Plan**

*The next questions ask about your experience with your health plan.*

- 26.** In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?
- Yes ..... Go to Question 27
  - No ..... Go to Question 28

- 27.** In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?
- Never
  - Sometimes
  - Usually
  - Always

- 28.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes .....Go to Question 29
  - No .....Go to Question 30

- 29.** In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
  - Sometimes
  - Usually
  - Always

- 30.** In the last 6 months, did you try to get information or help from your health plan’s customer service?
- Yes.....Go to Question 31
  - No .....Go to Question 33

- 31.** In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?
- Never
  - Sometimes
  - Usually
  - Always

**About You**

**32.** In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**33.** In the last 6 months, did your health plan give you any forms to fill out?

- <sup>1</sup> Yes .....Go to Question 34
- <sup>2</sup> No .....Go to Question 35

**34.** In the last 6 months, how often were the forms from your health plan easy to fill out?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**35.** Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- <sup>00</sup> 0 **Worst** health plan possible
- <sup>01</sup> 1
- <sup>02</sup> 2
- <sup>03</sup> 3
- <sup>04</sup> 4
- <sup>05</sup> 5
- <sup>06</sup> 6
- <sup>07</sup> 7
- <sup>08</sup> 8
- <sup>09</sup> 9
- <sup>10</sup> 10 **Best** health plan possible

**36.** In general, how would you rate your overall health?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor

**37.** Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- <sup>1</sup> Every day ..... Go to Question 38
- <sup>2</sup> Some days ..... Go to Question 38
- <sup>3</sup> Not at all..... Go to Question 41
- <sup>4</sup> Don’t know ..... Go to Question 41

**38.** In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**39.** In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? (Example of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.)

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**40.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? (Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.)

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

**41.** Do you take aspirin daily or every other day?

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know

**42.** Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know

**43.** Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- <sup>1</sup> Yes
- <sup>2</sup> No

**44.** Are you aware that you have any of the following conditions? (*Mark all that apply.*)

- <sup>1</sup> High cholesterol
- <sup>2</sup> High blood pressure
- <sup>3</sup> Parents or siblings with heart attack before the age of 60

**45.** Has a doctor ever told you that you have any of the following conditions? (*Mark all that apply.*)

- <sup>1</sup> A heart attack
- <sup>2</sup> Angina or coronary heart disease
- <sup>3</sup> A stroke
- <sup>4</sup> Any kind of diabetes or high blood sugar

**46.** In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

- <sup>1</sup> Yes .....Go to Question 47
- <sup>2</sup> No .....Go to Question 48

**47.** Is this a condition or problem that has lasted for at least 3 months? Do **not** include pregnancy or menopause.

- <sup>1</sup> Yes
- <sup>2</sup> No

**48.** Do you now need or take medicine prescribed by a doctor? Do **not** include birth control.

- <sup>1</sup> Yes .....Go to Question 49
- <sup>2</sup> No .....Go to Question 50

**49.** Is this to treat a condition that has lasted for at least 3 months? Do **not** include pregnancy or menopause.

- <sup>1</sup> Yes
- <sup>2</sup> No

50. What is your age?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 or older

51. Are you male or female?

- 1 Male
- 2 Female

52. What is the highest grade or level of school that you have completed?

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

53. Are you of Hispanic or Latino origin or descent?

- 1 Yes, Hispanic or Latino
- 2 No, Not Hispanic or Latino

54. What is your race? (Please mark one or more.)

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native
- 6 Other

55. Did someone help you complete this survey?

- 1 Yes.....Go to Question 56
- 2 No .....**Please return the survey in the postage-paid envelope.**

56. How did that person help you? (Mark all that apply.)

- 1 Read the questions to me
- 2 Wrote down the answers I gave
- 3 Answered the questions for me
- 4 Translated the questions into my language
- 5 Helped in some other way

**Thank you.**

**Please return the completed survey in the postage-paid envelope.**

## Question Summaries

Q1. Our records show that you are now in SoonerCare Choice. Is that right?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	359	95.99	359	95.99
No	15	4.01	374	100.00

*Frequency Missing = 4*

Q2. What is the name of your health plan?	
Response	Frequency
Breast Care	1
EPS	1
Family Planning	1
Indian	1
N/A	2
No Insurance	1
NONE	1
None	4
none	1
Sooner Care	1
Sooner Plan	1
<b>Total</b>	<b>15</b>

*Frequency Missing = 363*

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	198	52.80	198	52.80
No	177	47.20	375	100.00

*Frequency Missing = 3*

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	5	2.50	5	2.50
Sometimes	35	17.50	40	20.00
Usually	46	23.00	86	43.00
Always	114	57.00	200	100.00

*Frequency Missing = 178*

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**Q5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	281	74.93	281	74.93
No	94	25.07	375	100.00

*Frequency Missing = 3*

**Q6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	10	3.58	10	3.58
Sometimes	32	11.47	42	15.05
Usually	81	29.03	123	44.09
Always	156	55.91	279	100.00

*Frequency Missing = 99*

**Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	70	18.67	70	18.67
1	43	11.47	113	30.13
2	64	17.07	177	47.20
3	49	13.07	226	60.27
4	29	7.73	255	68.00
5 to 9	85	22.67	340	90.67
10 or more	35	9.33	375	100.00

*Frequency Missing = 3*

**Q8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	43	13.92	43	13.92
Sometimes	56	18.12	99	32.04
Usually	86	27.83	185	59.87
Always	124	40.13	309	100.00

*Frequency Missing = 69*

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**Q9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	141	45.93	141	45.93
No	166	54.07	307	100.00

*Frequency Missing = 71*

**Q10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Definitely no	7	4.93	7	4.93
Somewhat no	10	7.04	17	11.97
Somewhat yes	43	30.28	60	42.25
Definitely yes	82	57.75	142	100.00

*Frequency Missing = 236*

**Q11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Definitely no	16	11.35	16	11.35
Somewhat no	10	7.09	26	18.44
Somewhat yes	33	23.40	59	41.84
Definitely yes	82	58.16	141	100.00

*Frequency Missing = 237*

**Q12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	6	1.97	6	1.97
1	2	0.66	8	2.63
2	3	0.99	11	3.62
3	4	1.32	15	4.93
4	11	3.62	26	8.55
5	20	6.58	46	15.13
6	19	6.25	65	21.38
7	38	12.50	103	33.88
8	57	18.75	160	52.63
9	29	9.54	189	62.17
10 Best	115	37.83	304	100.00

*Frequency Missing = 74*

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Q13. Do you have a personal doctor?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	316	84.27	316	84.27
No	59	15.73	375	100.00

*Frequency Missing = 3*

Q14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	47	14.87	47	14.87
1	37	11.71	84	26.58
2	63	19.94	147	46.52
3	55	17.41	202	63.92
4	28	8.86	230	72.78
5 to 9	64	20.25	294	93.04
10 or more	22	6.96	316	100.00

*Frequency Missing = 62*

Q15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	2.23	6	2.23
Sometimes	22	8.18	28	10.41
Usually	49	18.22	77	28.62
Always	192	71.38	269	100.00

*Frequency Missing = 109*

Q16. In the last 6 months, how often did your personal doctor listen carefully to you?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	4.46	12	4.46
Sometimes	24	8.92	36	13.38
Usually	40	14.87	76	28.25
Always	193	71.75	269	100.00

*Frequency Missing = 109*

CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

<b>Q17. In the last 6 months, how often did your personal doctor show respect for what you had to say?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Never	11	4.10	11	4.10
Sometimes	15	5.60	26	9.70
Usually	36	13.43	62	23.13
Always	206	76.87	268	100.00

**Frequency Missing = 110**

<b>Q18. In the last 6 months, how often did your personal doctor spend enough time with you?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Never	13	4.83	13	4.83
Sometimes	26	9.67	39	14.50
Usually	41	15.24	80	29.74
Always	189	70.26	269	100.00

**Frequency Missing = 109**

<b>Q19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	153	57.09	153	57.09
No	115	42.91	268	100.00

**Frequency Missing = 110**

<b>Q20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Never	14	9.15	14	9.15
Sometimes	27	17.65	41	26.80
Usually	35	22.88	76	49.67
Always	77	50.33	153	100.00

**Frequency Missing = 225**

CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

**Q21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	9	2.87	9	2.87
1	3	0.96	12	3.82
2	1	0.32	13	4.14
3	8	2.55	21	6.69
4	9	2.87	30	9.55
5	19	6.05	49	15.61
6	8	2.55	57	18.15
7	19	6.05	76	24.20
8	41	13.06	117	37.26
9	41	13.06	158	50.32
10 Best	156	49.68	314	100.00

**Frequency Missing = 64**

**Q22. In the last 6 months, did you try to make any appointments to see a specialist?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	160	43.13	160	43.13
No	211	56.87	371	100.00

**Frequency Missing = 7**

**Q23. In the last 6 months, how often was it easy to get appointments with specialists?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	7.45	12	7.45
Sometimes	21	13.04	33	20.50
Usually	39	24.22	72	44.72
Always	89	55.28	161	100.00

**Frequency Missing = 217**

**Q24. How many specialists have you seen in the last 6 months?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	11	6.79	11	6.79
1	75	46.30	86	53.09
2	39	24.07	125	77.16
3	20	12.35	145	89.51
4	8	4.94	153	94.44
5 or more	9	5.56	162	100.00

**Frequency Missing = 216**

CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

**Q25. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	3	1.96	3	1.96
1	1	0.65	4	2.61
2	4	2.61	8	5.23
3	5	3.27	13	8.50
4	2	1.31	15	9.80
5	4	2.61	19	12.42
6	4	2.61	23	15.03
7	9	5.88	32	20.92
8	18	11.76	50	32.68
9	26	16.99	76	49.67
10 Best	77	50.33	153	100.00

**Frequency Missing = 225**

**Q26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	215	57.95	215	57.95
No	156	42.05	371	100.00

**Frequency Missing = 7**

**Q27. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	13	5.96	13	5.96
Sometimes	27	12.39	40	18.35
Usually	68	31.19	108	49.54
Always	110	50.46	218	100.00

**Frequency Missing = 160**

**Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	66	17.79	66	17.79
No	305	82.21	371	100.00

**Frequency Missing = 7**

CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

**Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	3	4.48	3	4.48
Sometimes	18	26.87	21	31.34
Usually	26	38.81	47	70.15
Always	20	29.85	67	100.00

**Frequency Missing = 311**

**Q30. In the last 6 months, did you try to get information or help from your health plan's customer service?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	80	21.39	80	21.39
No	294	78.61	374	100.00

**Frequency Missing = 4**

**Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	10	12.05	10	12.05
Sometimes	11	13.25	21	25.30
Usually	16	19.28	37	44.58
Always	46	55.42	83	100.00

**Frequency Missing = 295**

**Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	6	7.41	6	7.41
Sometimes	5	6.17	11	13.58
Usually	11	13.58	22	27.16
Always	59	72.84	81	100.00

**Frequency Missing = 297**

**Q33. In the last 6 months, did your health plan give you any forms to fill out?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	78	21.14	78	21.14
No	291	78.86	369	100.00

**Frequency Missing = 9**

CAHPS® Adult SoonerCare Choice Member Satisfaction Survey 2012

<b>Q34. In the last 6 months, how often were the forms from your health plan easy to fill out?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Never	5	6.10	5	6.10
Sometimes	13	15.85	18	21.95
Usually	30	36.59	48	58.54
Always	34	41.46	82	100.00

**Frequency Missing = 296**

<b>Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
0 Worst	6	1.65	6	1.65
1	3	0.82	9	2.47
2	4	1.10	13	3.57
3	6	1.65	19	5.22
4	8	2.20	27	7.42
5	32	8.79	59	16.21
6	19	5.22	78	21.43
7	37	10.16	115	31.59
8	49	13.46	164	45.05
9	70	19.23	234	64.29
10 Best	130	35.71	364	100.00

**Frequency Missing = 14**

<b>Q36. In general, how would you rate your overall health?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Excellent	30	8.06	30	8.06
Very good	64	17.20	94	25.27
Good	101	27.15	195	52.42
Fair	121	32.53	316	84.95
Poor	56	15.05	372	100.00

**Frequency Missing = 6**

<b>Q37. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Not at all	205	55.56	205	55.56
Some days	41	11.11	246	66.67
Every day	123	33.33	369	100.00

**Frequency Missing = 9**

**Q38. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	31	19.02	31	19.02
Sometimes	46	28.22	77	47.24
Usually	15	9.20	92	56.44
Always	71	43.56	163	100.00

*Frequency Missing = 215*

**Q39. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	75	45.73	75	45.73
Sometimes	37	22.56	112	68.29
Usually	16	9.76	128	78.05
Always	36	21.95	164	100.00

*Frequency Missing = 214*

**Q40. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	83	51.23	83	51.23
Sometimes	35	21.60	118	72.84
Usually	15	9.26	133	82.10
Always	29	17.90	162	100.00

*Frequency Missing = 216*

**Q41. Do you take aspirin daily or every other day?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	99	26.83	99	26.83
No	257	69.65	356	96.48
Don't Know	13	3.52	369	100.00

*Frequency Missing = 9*

**Q42. Do you have a health problem or take medication that makes taking aspirin unsafe for you?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	45	12.13	45	12.13
No	260	70.08	305	82.21
Don't Know	66	17.79	371	100.00

*Frequency Missing = 7*

<b>Q43. Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	154	41.96	154	41.96
No	213	58.04	367	100.00

*Frequency Missing = 11*

<b>Q44. Are you aware that you have any of the following conditions?</b>	
<b>Response (multiple selections allowed)</b>	<b>Frequency</b>
High Cholesterol	93
High Blood Pressure	134
Parents or Siblings With Heart Attack Before the Age of 60	92

<b>Q45. Has a doctor ever told you that you have any of the following conditions?</b>	
<b>Response (multiple selections allowed)</b>	<b>Frequency</b>
Heart Attack	31
Angina or Coronary Heart Disease	36
Stroke	25
Any Kind of Diabetes or High Blood Sugar	69

<b>Q46. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	177	47.58	177	47.58
No	195	52.42	372	100.00

*Frequency Missing = 6*

<b>Q47. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	149	84.66	149	84.66
No	27	15.34	176	100.00

*Frequency Missing = 202*

<b>Q48. Do you now need or take medicine prescribed by a doctor? Do not include birth control.</b>				
<b>Response</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	260	69.89	260	69.89
No	112	30.11	372	100.00

*Frequency Missing = 6*

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**Q49. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	236	90.77	236	90.77
No	24	9.23	260	100.00

*Frequency Missing = 118*

**Q50. What is your age?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18-24	76	20.43	76	20.43
25-34	72	19.35	148	39.78
35-44	61	16.40	209	56.18
45-54	82	22.04	291	78.23
55-64	81	21.77	372	100.00

*Frequency Missing = 6*

**Q51. Are you male or female?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	125	33.78	125	33.78
Female	245	66.22	370	100.00

*Frequency Missing = 8*

**Q52. What is the highest grade or level of school that you have completed?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
8th grade or less	28	7.53	28	7.53
Some high school, but did not graduate	85	22.85	113	30.38
High school graduate or GED	148	39.78	261	70.16
Some college or 2-year degree	99	26.61	360	96.77
4-year college graduate	10	2.69	370	99.46
More than 4-year college degree	2	0.54	372	100.00

*Frequency Missing = 6*

**Q53. Are you of Hispanic® or Latino origin or descent?**

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	25	7.12	25	7.12
No	326	92.88	351	100.00

*Frequency Missing = 27*

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Q54. What is your race?	
Response (multiple selections allowed)	Frequency
White	283
Black or African-American	47
Asian	1
Native Hawaiian or other Pacific Islander	2
American Indian or Alaska Native	46
Other	11

**Frequency Missing = 19**

Q55. Did someone help you complete this survey?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	79	26.33	79	26.33
No	221	73.67	300	100.00

**Frequency Missing = 78**

Q56. How did that person help you?	
Response (multiple selections allowed)	Frequency
Read the questions to me	28
Wrote down the answers I gave	27
Answered the questions for me	37
Translated the questions into my language	4
Helped in some other way	6

Written Comments/Responses

Q2. What is the name of your health plan?	Q1. Our records show that you are now in SoonerCare Choice. Is that right?			Total
	[blank]	Yes	No	
[blank]	3	359	1	363
Breast Care	0	0	1	1
EPS	0	0	1	1
Family Planning	0	0	1	1
Indian	0	0	1	1
N/A	0	0	2	2
NONE	0	0	1	1
No Insurance	0	0	1	1
None	0	0	4	4
Sooner Care	1	0	0	1
Sooner Plan	0	0	1	1
none	0	0	1	1
<b>Total</b>	<b>4</b>	<b>359</b>	<b>15</b>	<b>378</b>

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Statistical Analyses

Composite Measures

Getting Needed Care	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q23	161	79.50%	272	76.84%	130	70.00%	0.6440	0.2598	1.8671	0.0309
Q27	218	81.65%	349	78.80%	192	75.52%	0.8237	0.2050	1.5148	0.0649
Composite	161	80.58%	272	81.76%	130	72.76%	0.6796	0.2484	1.5780	0.0573

Getting Care Quickly	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q4	200	80.00%	360	83.06%	187	80.21%	-0.9025	0.1834	-0.0517	0.4794
Q6	279	84.95%	471	80.47%	258	74.03%	1.5481	0.0608	3.1434	0.0008
Composite	200	82.47%	360	81.76%	187	77.12%	0.2096	0.4170	1.3120	0.0948

How Well Doctors Communicate	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q15	269	89.59%	438	86.07%	226	81.42%	1.3698	0.0854	2.9155	0.0018
Q16	269	86.62%	437	82.84%	223	80.72%	1.3400	0.0901	1.7746	0.0380
Q17	268	90.30%	437	86.73%	223	82.96%	1.4204	0.0777	2.4053	0.0081
Q20	153	73.20%	437	81.24%	221	76.47%	-2.1071	0.0176	-0.7193	0.2360
Composite	153	84.93%	437	84.22%	221	80.39%	0.2083	0.4175	1.1297	0.1293

Customer Service	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q31	83	74.70%	127	73.23%	89	73.03%	0.2369	0.4064	0.2490	0.4017
Q32	81	86.42%	125	83.20%	89	83.15%	0.6232	0.2666	0.5917	0.2770
Composite	81	80.56%	125	78.21%	89	78.09%	0.4054	0.3426	0.3968	0.3458

Shared Decision Making	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q10	142	57.75%	240	55.00%	121	56.20%	0.5233	0.3004	0.2531	0.4001
Q11	141	58.16%	238	50.00%	116	49.14%	1.5385	0.0620	1.4440	0.0744
Composite	141	57.95%	238	52.50%	116	52.67%	1.0299	0.1515	0.8477	0.1983

Member Satisfaction Ratings

Rating of Health Care	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q12	304	66.12%	495	61.62%	251	60.56%	1.2815	0.1000	1.3550	0.0877

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Rating of Personal Doctor	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q21	314	75.80%	496	71.77%	249	65.06%	1.2637	0.1032	2.7907	0.0026

Rating of Specialist	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q25	153	79.08%	247	74.90%	112	68.75%	0.9582	0.1690	1.9111	0.0280

Rating of Health Plan	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q35	364	68.41%	569	64.32%	306	62.09%	1.2856	0.0993	1.7145	0.0432

Overall Health Rating

Excellent/Very Good	2012	2010	2008
Yes	94	126	66
No	278	454	244

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	1.6026	1.4905
p-value	0.2055	0.2221

Good	2012	2010	2008
Yes	101	172	87
No	271	408	223

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.6951	0.0707
p-value	0.4044	0.7903

Fair/Poor	2012	2010	2008
Yes	177	282	157
No	195	298	153

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0982	0.6355
p-value	0.7540	0.4254

Age

Age 18-24	2012	2010	2008
Yes	76	107	56
No	296	479	252

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.6938	0.5444
p-value	0.4049	0.4606

Age 25-34	2012	2010	2008
Yes	72	73	48
No	300	513	260

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	8.4281	1.6482
p-value	0.0037	0.1992

Age 35-44	2012	2010	2008
Yes	61	99	59
No	311	487	249

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0403	0.8819
p-value	0.8409	0.3477

Age 45-54	2012	2010	2008
Yes	82	169	75

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	5.4362	0.5053

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No	290	417	233
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p-value	0.0197	0.4772
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Age 55-64	2012	2010	2008
Yes	81	135	68
No	291	451	240

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.2080	0.0091
p-value	0.6484	0.9241

Age 65-74	2012	2010	2008
Yes	0	3	2
No	372	583	306

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	0.2867	0.2048

Age 75 or older	2012	2010	2008
Yes	0	0	0
No	372	583	308

Gender

Male	2012	2010	2008
Yes	125	187	84
No	245	395	224

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.2806	3.3417
p-value	0.5936	0.0675

Female	2012	2010	2008
Yes	245	395	224
No	125	187	84

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.2806	3.3417
p-value	0.5936	0.0675

Education Level

8 <sup>th</sup> grade or less	2012	2010	2008
Yes	28	44	28
No	344	534	276

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0024	0.6241
p-value	0.9612	0.4295

Some high school, but did not graduate	2012	2010	2008
Yes	85	156	79
No	287	422	225

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.0491	0.8962
p-value	0.1523	0.3438

High school graduate or GED	2012	2010	2008
Yes	148	229	127
No	224	349	177

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0026	0.2749
p-value	0.9594	0.6001

Some college or 2-year	2012	2010	2008
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Chi-Square Test	2010 to 2012	2008 to 2012
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degree			
Yes	99	131	64
No	273	447	240

Chi-Square Value	1.9231	2.8265
p-value	0.1655	0.0927

4-year college graduate	2012	2010	2008
Yes	10	15	4
No	362	563	300

Chi-Square Test	2010 to 2012
Chi-Square Value	0.0076
p-value	0.9303

Fisher's Exact Test	2008 to 2012
p-value	0.2811

More than 4-year college degree	2012	2010	2008
Yes	2	3	2
No	370	575	302

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	1.0000	1.0000

Race/Ethnicity

Hispanic or Latino	2012	2010	2008
Yes	25	30	17
No	326	516	283

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.9838	0.5680
p-value	0.3213	0.4510

White	2012	2010	2008
Yes	283	426	229
No	76	152	78

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	3.1624	1.6714
p-value	0.0754	0.1961

Black or African-American	2012	2010	2008
Yes	47	99	43
No	312	479	264

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.7426	0.1184
p-value	0.0977	0.7307

Asian	2012	2010	2008
Yes	1	8	4
No	358	570	303

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	0.1649	0.1865

Native Hawaiian or Other Pacific Islander	2012	2010	2008
Yes	2	11	1
No	357	567	306

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	0.1477	1.0000

American Indian or Alaska Native	2012	2010	2008
Yes	46	87	33
No	313	491	274

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.9111	0.6744
p-value	0.3398	0.4115

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Other	2012	2010	2008
Yes	11	17	11
No	348	561	296

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0115	0.1395
p-value	0.9145	0.7087

## References

CAHPS® Survey and Reporting Kit (CSRK) 2008. *CAHPS® Health Plan Survey 4.0*. Agency for Healthcare Research and Quality (AHRQ).